

**FACTORS THAT INFLUENCE EMPLOYEE STRESS:
A STUDY IN A BANKING INDUSTRY, MALAYSIA**

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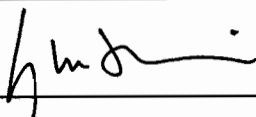
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ABSTRACT

Employee stress is one of the important issues that need to be addressed by every organization and researchers through their studies in order to understand their impact on employees and organization. Presently, employee stress is a challenge that many organizations struggle to overcome. The purpose of this study is to examine and gain a better understanding of the factors that influence employee stress in banking industry. This study attempts to uncover how financial problem, family demand and job demand influence employee stress. Data were collected through distribution of self-administered questionnaire to the employees selected by random sampling which involves a process of random selection of subjects from each bank located at Kawasan Institusi, Bandar Baru Bangi / Sungai Merab, Selangor. A total of 121 usable responses were used for the purpose of this study. Data were analyzed by using Statistical Package for Social Science (SPSS) version 12. Based on the analysis, it was found that there is a relationship between the three independent variables namely financial problem ($r=.525$), family demand ($r=.380$) and job demand ($r=.542$) and employee stress. Among the three independent variables, job demand is found to be the strongest influence of employee stress.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Employee stress has become an extremely crucial topic due to the impact it has on employees and society as a whole within the last century. Employee stress is important because an employee experiencing stress is unlikely to be productive or effective in the organization. It is estimated that about 100 million workdays are being lost due to stress and nearly 50% to 75% disease are related to stress (Bashir, 2007). The number of employee stress affecting organization performance and goal achievement are increasing and alarming. Many people stressed emotionally due to problems at work or at home tend to focus on the symptoms of stress such as inability to sleep or gastric complaints that doctors cannot find a physical cause for rather than the actual emotional problems that underlie the symptoms.

According to James and Arroba (1999) stressful employee may also exhibit a heightened level of emotion, and feel more aggressive, sensitive and more vulnerable. Understanding the factors that contribute to job stress is necessary for improving stress management program in the organization. Job stress is indeed one of the most common forms of stress faced by organization. According to Geiss (1985), the earliest and most influential conceptualization of stress came from Han Selye. Selye formulated the

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